



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

OFFICE TECHNICIAN (TYPING)

\$2,686 - \$3,362

ENFORCEMENT BRANCH HEADQUARTERS SACRAMENTO

RESPONSIBILITIES: Under the supervision of the Staff Services Manager I in the Human Resources, Training, and Reception Unit, the incumbent will provide a variety of administrative support for Enforcement Branch Headquarters. Duties include but are not limited to the following: type, edit and format written documents, including memos, letters, and reports using Microsoft applications. These documents include but are not limited to, fiscal records, Department of Motor Vehicle (DMV) reports, California Highway Patrol (CHP) reports, Voyager gas card reports, Form 5s, Travel Expense Claims, and branch and division contact lists for the Enforcement Branch Headquarters and Regional Offices. Serve as tracking coordinator for several Division specific databases. Screen and appropriately direct incoming telephone inquiries to departmental staff. Provide information to general inquiries; send and receive fax materials. Order and maintain office supplies. Process requests for Enforcement Branch undercover driver licenses to DMV and related functions; completes biannual CHP request for call signs; process requests for fictitious social security number and submits to the Social Security Administration. Provide backup support to the Enforcement Branch Executive Assistant, and perform other related duties as required. **Background check and fingerprinting required. Free Parking! Close to light rail!**

DESIRABLE QUALIFICATIONS:

- Excellent public relations skills and communications skills
- Demonstrated competence and accuracy in working with budgetary and financial computations and information
- Demonstrated skill in various Microsoft applications such as Microsoft Word, Excel, Access and Outlook
- Good typing skills
- Ability to use sound judgment and willingness to exercise a high degree of initiative, independently perform assigned tasks timely and accurately
- Ability to maintain a courteous and professional demeanor and exercise tact, diplomacy and good judgment at all times
- Ability to handle visitors from outside agencies and allied law enforcement in a courteous and tactful manner, handle and answer sensitive questions from consumers, government officials, insurance industry executives, and departmental employees
- Must be dependable and reliable; good attendance is essential.

WHO MAY APPLY: Applications will be accepted from current State employees at the Office Technician (Typing) level, those within transfer range, or those with list eligibility. All applications

09/05/13 EMC

DO NOT SUBMIT APPLICATIONS TO CALHR

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.



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will be reviewed; however, only the most qualified candidates will be interviewed. ***All applicants must clearly indicate the basis of their eligibility (i.e., SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

APPLICATION PROCEDURE: Please mail a completed standard [State Application STD 678](#) to Eva Crew, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **PLEASE INDICATE “OFFICE TECHNICIAN (TYPING), PSN # 413-189-1139-002” ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. **DO NOT EMAIL APPLICATION.** Applications must be postmarked by the final filing date to be considered. For additional information, please call (916) 492-3310 or email eva.crew@insurance.ca.gov

FINAL FILING DATE: September 19, 2013 by 5 p.m., Close of Business

NOTE: Interested individuals, including list eligible, must submit applications in order to be considered for this position. Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CALHR for review and the applicant's name may be removed from the eligibility list. If you are applying for more than one recruitment, a separate state application (STD 678) is required for each recruitment for which you would like to be considered.

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